

# Oscar Krane

WE ARE ENGAGEMENT

## EVENT PROGRAMME

Wednesday 11th & Thursday 12th October



**N BROWN GROUP PLC**



MANCHESTER  
CITY COUNCIL

 **Kingdom Bank**

 University of  
Nottingham  
UK | CHINA | MALAYSIA

 Manchester  
Metropolitan  
University

 LEEDS  
BECKETT  
UNIVERSITY  
United Kingdom

Improving processes through the use of technology is not a new concept, but what it entails is often misunderstood when people and organisations talk about Digital Transformation. Both often assume that this improvement lies solely with the IT / Digital departments, but it requires every part to work together. The processes themselves are often underpinned by technology but it requires a cultural shift and an organisation wide change to truly achieve digital transformation.

When it comes to the technical challenges facing organisations looking to undertake digital transformation there are many. With remote working there are inherent cyber security risks, this is in addition to daily hacking threats which are getting more and more advanced. In addition to this IT departments are grappling with the On Premise vs. Cloud debate and looking at the better use of data and business intelligence to drive through improvements. These are just some of the areas digital transformation touches on, but as we know it generally touches upon almost all.

Typically digital transformation is the digitalisation of non-digital aspects of an organisation, but it is also about improving existing areas of digital which are often overlooked and forgotten. Alongside this many organisations are at different stages of their journey. With no one size fits all solution some organisations are left with more questions than answers.

At Excellence In Digital Transformation we will look to help answer some of these questions and give everyone in attendance an environment to share ideas and challenges to enable everyone to fulfill their digital transformation destiny.

Topics to be discussed include:

- Analytics
- Cyber Security
- Software adoption
- Embracing Digital
- Remote monitoring
- Artificial Intelligence
- Business Intelligence
- On Premise vs. Cloud
- Records Management
- Performance Management
- Organisational / cultural shift
- Adapting to cyber security challenges
- Organisational development and change
- Navigating the demand for digital services



**Staverton Park Hotel**  
Daventry Road  
Daventry  
NN11 6JT

## WEDNESDAY 11TH OCTOBER

**15:00 - 18:00** HOTEL CHECK-IN AND FREE TIME

**18:45 - 19:30** REGISTRATION AND DRINKS RECEPTION

**19:30 - 22:00** NETWORKING DINNER

# THURSDAY 12TH OCTOBER

**07:45 – 08:20** REGISTRATION, TEA, COFFEE & PASTRIES

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**08:20 – 08:30** CHAIR'S WELCOME AND OPENING REMARKS

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Clare Chambers, *Chief Digital Officer*



**08:30 – 09:00** FROM LEGACY TO LIMITLESS: UNLEASHING THE HEART OF RETAIL AND FINANCIAL SERVICES WITH DIGITAL, DATA, AND AGILE

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In this insightful session, Nuno will guide us through the inspiring journey of N Brown – a venerable retailer and financial services provider with a rich 150-year history. Discover how they gracefully transformed from a catalog-based operator to an agile digital pure-player, propelling their customer engagement, operational efficiency, and revenue streams to new heights.

Through a sharing of experiences, Nuno will shed light on their vision of integrating three pivotal pillars – digital, data, and agile methodologies – to revolutionise traditional retail. Drawing from his broad experience in large corporations and pure-play ventures, he'll uncover the secrets that unlocked endless opportunities for growth and success.



Nuno Miller, *Digital Chief Operating Officer*

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**09:00 – 09:30** CREATING AND PROVIDING A DIGITAL SERVICE JOINTLY ACROSS POLICE AND FIRE

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Northamptonshire OPFCC, Police and Fire & Rescue Services have supported the creation of an Enabling Services function over recent years. This provides finance, payroll, HR, estates, facilities, fleet and IT for the 3 organisations, from joint teams hosted by Northamptonshire Police. Clare will talk about Programme UnIty – the design and implementation of a new DDaT department. The programme has completed but will deliver benefits for years to come. Clare will describe the creation of the case for change, the design of the structure, the high points and low points, lessons learnt and the expected and unexpected benefits.



Clare Chambers, *Chief Digital Officer*

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09:30 – 10:00

## THE 6 PILLARS OF SUCCESS FOR DIGITAL TRANSFORMATION

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Technology can potentially be the most significant strategic enabler for every organisation. But get it wrong, and it can be the opposite – a costly burden and something that holds you back from moving forward.

In this presentation, we discuss some fundamental areas that are often missed and seldom discussed but are absolutely critical for a successful (and continual) digital transformation. And as with all good things, we do so in six straightforward steps.

Understand what to do and how to do it with real examples. You will leave with actionable steps, so your technology business function can enable your organisation to meet its goals and ultimately serve the needs of your users, customers and citizens.



**Alex Hammond, Partner, Head of Strategic Delivery**

10:00 – 10:30

## PREPARING FOR THE FUTURE – DIGITALLY TRANSFORMING INTERNALLY AND EXTERNALLY

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Manchester has an ambitious programme “Future Shape” that is focused on the digital transformation of both our external facing services, and our internal processes and upskilling our colleagues.

Hear about our journey so far, plans for the future and the odd issue along the way.

**Chris Wanley, Director of ICT**



10:30 – 11:30

## TEA, COFFEE & NETWORKING BREAK

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11:30 – 12:00

## THE JOURNEY TO DIGITAL EFFICIENCY

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The business of banking has traditionally been driven by manual paper processes performed by people, often duplicated and often slow. Hear some insights from Kingdom Bank’s Digital Transformation journey and how we are seeking to continue to leverage its benefits.

**Philip Taylor, Chief Information Officer**



12:00 – 12:30

## DIGITAL TRANSFORMATION TECHNOLOGY ENABLING A MORE FLEXIBLE HYBRID WORKING ENVIRONMENT

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An in depth look at the latest in Digital Transformation products and services from Scan-Optics and PFU, enabling more flexible Hybrid Working patterns seen in business and departments today.

**scanoptics**



**Ben Moralee, Business Development Director**  
**Matt Smith, Channel Development Manager**

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**RICOH**  
imagine. change.

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12:30 – 13:00

## ENGAGE TO ENROL: TRANSFORMING THE PROSPECTIVE STUDENT EXPERIENCE

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Nicola Anderton will deliver a presentation on digital transformation for prospective student engagement. This session will address the challenges universities face in engaging with prospective students and the limitations of traditional methods. Nicola will outline the University of Nottingham's vision for transformation, emphasising a digital-first approach and the benefits of scalability, personalisation, and data-driven insights. The presentation will explore operating models, process re-engineering, and provide examples of improved digital engagement. Nicola will discuss the essential skills and capabilities required for successful transformation as well as sharing insights and lessons learned from the journey so far.



**Nicola Anderton, Director of Digital and Marketing**

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13:00 – 13:45

## LUNCH

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13:45 – 14:15

## TEA, COFFEE & NETWORKING BREAK

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**14:15 – 14:45**



## HISTORY OF THE FUTURE

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Paul will look at how people in the past have looked at our current era. Using a range of examples from the talk will illustrate the difficulty that accompanies any kind of futurology and asks how accurate we can be in looking at the needs of future customers and service users?

**Paul Bason, Director of Digital Innovation**

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**14:45 – 15:15**



## COMING BACK (TO BASICS?)

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This session will present some of the practical observations and learnings from the IT team at Leeds Beckett University as we have made preparations for the new academic year. Will we be returning to campus in numbers? Will our colleagues in academia and the other professional services be coming back on site? How will technology help or hinder this return? What impact will our organisational culture have on the way that our IT teams work going forward? What do we need to fix, and what should we fight to protect?

**Robert Moore, Associate Director, IT Operations**

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**15:15 – 16:00**

## TEA, COFFEE & NETWORKING BREAK

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**16:00**

## EVENT CLOSE

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